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INFORMATION TECHNOLOGY SUPERVISOR

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Salary ⓘ $91,043.04 - $119,403.36 Annually		**Location** ⓘ Los Angeles County, CA	
Job Type Full time		**Department** MENTAL HEALTH	
Job Number b2598C		**Closing** 8/27/2015 5:00 PM Pacific	

DESCRIPTION	BENEFITS	QUESTIONS

Position/Program Information

DEPARTMENT OF MENTAL HEALTH
EXAM NUMBER: b2598C

FILING START DATE: 08/13/15 at 8:00 a.m.

TYPE OF RECRUITMENT: DEPARTMENTAL PROMOTIONAL OPPORTUNITY

RESTRICTED TO PERMANENT EMPLOYEE OF THE DEPARTMENT OF MENTAL HEALTH WHO HAVE SUCCESSFULLY COMPLETED THEIR INITIAL PROBATIONARY PERIOD

WITHHOLD INFORMATION**:** Permanent employees who have completed their initial probationary period and hold a qualifying payroll title may file for this examination if they are within six months of meeting the experience requirements by the last day of filing.

Verification of Experience Letters (VOEL) will not be required. Experience performing duties that applicants believe are inconsistent with their official payroll title will be evaluated for this examination; all information included in the application material, including information describing your assigned duties, will be evaluated to determine qualification. OUT OF CLASS EXPERIENCE WILL BE ACCEPTED FOR THIS EXAMINATION.

DEFINITION:

Supervises the activities of an Information Technology section within a departmental centralized information technology organization responsible for providing complex information technology services, including planning, design, coordination, development, implementation, maintenance, and support of automated information and telecommunication systems.

CLASSIFICATION STANDARDS:

Positions allocable to this class report to an IT manager and supervise the work of information systems professionals and support personnel responsible for providing a variety of difficult and responsible IT services which may include systems design, implementation, modification, and maintenance and support in the areas of Systems Analysis, Application Development, Network Administration and Operating Systems. Incumbents are expected to exercise sound judgment in carrying out responsibilities with a detailed understanding of County information systems policies and procedures. Incumbents supervise a range of IT professionals and may be the top IT employee in a department with a very small information systems unit.

Information Technology Supervisor is distinguished from Information Technology Technical Support Supervisor in that the latter is responsible for a small unit of Technical Support personnel responsible for desktop and help desk support whereas the former is responsible for a section of varied IT professionals.

Essential Job Functions

- Plans, assigns direct and evaluate the work of Information Systems Analysts and lower level staff engaged in the configuration, Systems Administration, and maintenance of IBHIS.
- Establish priorities for Enterprise Systems Administration staff, establishing goals and quality standards, and in ensuring that staff receive appropriate training and support documentation to implement and manage IBHIS.
- Ensures staff receive appropriate training and support documentation to implement and manage IBHIS.
- Supervise staff engaged in developing and management of configuration, users, forms documentation, and policies and procedures.
- Provides training to Local User Administrator and the Directly operated provider network on IBHIS and new business functions/operations.
- Manages staff engaged in developing user manuals, forms and documentation, and policies and procedures.
- Gathers and defines business requirements, develop system requirement, design specifications, and workflow diagrams, and reports.

- Develops change request for system upgrades. Develop test plans and manage the team responsible for the test scripts and end-to-end testing.
- Prepares and manages Enterprise Applications Division project tasks that include coordination of effort among several Departmental bureaus, assign activities to team members, monitor and report status to management and ensure project goals are accomplished within specified time frames.
- Meets with department management to introduce and explain systems improvement concepts and to obtain concurrence with recommended problem solutions.

Requirements

SELECTION REQUIREMENTS:

One year of experience at the level of Senior Application Developer*, Senior Network Systems Administrator**, Senior Operating Systems Analyst*** or Senior Information Systems Analyst****. Experience must have been in a lead capacity*****.

LICENSE:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

2 - Light.

DESIRABLE QUALIFICATIONS:

- Experience implementing web-based applications to a large number of end-users.
- Knowledge of business and technical analysis.
- Knowledge of Integrated Behavioral Health Information System (IBHIS).
- Knowledge of the integration of the service/provider/revenue codes and the funding source and fee definition tables.
- Experience in support of EHR/EMR (Electronic Medical Record) modules/applications.
- Creative & innovative, possesses the ability to automate manual processes.
- Excellent interpersonal and oral communication skills including the ability to effectively communicate complex & technical ideas to managers within the organization.
- Strong organizational, performance management skills.
- Strong written communication skills (including creating easily understood diagrams, graphs, reports, instruction sets, knowledge databases, policy and procedures).

SPECIAL REQUIREMENT INFORMATION:

 *Experience at the level of Senior Application Developer In the County of Los Angeles is defined as performs a wide range of application development related duties including analysis, design, evaluation, development, coding, testing and maintenance of complex

application systems.

**Experience at the level of Senior Network Systems Administrator In the County of Los Angeles is defined as provides comprehensive support of complex network and server operating system environments. Under direction, incumbents perform a wide-range of network-related duties, including the design, implementation, and maintenance of complex networks.

***Experience at the level of Senior Operating Systems Analyst in the County of Los Angeles is defined as supports complex operating systems and associated software and hardware on midrange servers or mainframes hosting critical applications in a high-availability environment. These environments require formal change management and problem resolution procedures, highly fault tolerant configurations, and comprehensive back-up and recovery solutions.

****Experience at the level of Senior Information Systems Analyst In the County of Los Angeles is defined as performs specialized complex information systems analysis and provides expertise in one or more areas of systems analysis.

*****Lead capacity is defined as someone who provides direction, instructions and guidance to a group of individuals, who can also be known as a team, for the purpose of achieving a certain goal.

Additional Information

EXAMINATION CONTENT:
Part I: An evaluation of training and experience based on application information and Desirable Qualifications weighted 50%.

Part II: An Appraisal of Promotability weighted 50% designed to measure technical knowledge and skills, verbal and written communication skills, interpersonal and public relations, problem solving and decision making abilities, and supervision.

Candidates must achieve a passing score of 70% or higher on each weighted part of the examination in order to be placed on the eligible list.

ELIGIBILITY INFORMATION:
The names of candidates receiving a passing grade on this examination will be placed on the eligible list in the order of their score group for a period of at least twelve (12) months following the date of promulgation on the eligible list.

SPECIAL INFORMATION:

Past and present mental health client and family members are encouraged to apply.

VACANCY INFORMATION:

The resulting eligible list for this examination will be used to fill a vacancy in the Department of Mental Health, Chief Information Office Bureau.

AVAILABLE SHIFT:

While the positions in the Chief Information Office Bureau normally work during regular County daytime business hours, appointees may be required to work any shift, including evenings, nights, holidays or weekends

APPLICATION AND FILING INFORMATION:

APPLICATION MUST BE FILED ON LINE ONLY. We must receive your application and additional documents, if any, by 5:00 pm, PST, on or before the last day of filing. Application submitted by U.S Mail, Fax, or in person will not be accepted.

Apply online by clicking on the "Apply" tab for this posting. You can also track the status of your application using this website.

Fill out your application completely. The acceptance of your application depends on whether you have clearly shown that you meet the requirements. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed, and salary earned. **If your application is incomplete, it will be rejected.**

Resumes showing training and experience may be attached to the online application. Resumes and online applications must show actual payroll titles held, not the working and/or functional titles. Candidates must provide copies of any and all documents at the time of filing.

NOTE: If you are unable to attach required documents, you must email them to exams@dmh.lacounty.gov within fifteen (15) calendar days of online filing. Please include the exam number and the exam title in the subject line.

All information included in the application materials is subject to verification at any point during the examination and hiring process, including after appointment has been made. **Falsification of any information may result in disqualification or rescission of appointment**. Utilizing verbiage from Class Specification and Minimum/Selection Requirements serving as your description of duties will not be sufficient to meet the

requirements. Doing so may result in an incomplete application and you may be disqualified.

SOCIAL SECURITY NUMBER LANGUAGE
All applicants must enter a valid social security number at the time of filing. Entering anything other than a valid social security number (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT LIBRARIES
For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORD
All applicants must file their applications online using their own user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

Department Contact
Celia Yeung, Exams Analyst
213-972-7038 or 213-972-7034
Exams@dmh.lacounty.gov

ADA Coordinator Phone: 213- 972-7034
Teletype Phone 800-735-2922
California Relay Services Phone: 800-735-2922

Agency	**Address**	**Website**
County of Los Angeles	******************	http://hr.lacounty.gov (http://hr.lacounty.gov)
	Los Angeles, California, 90010.	

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